



# PROMOTION and REASSIGNMENT OPPORTUNITIES

*VARO & OPC, Manila, Philippines*

ANNOUNCEMENT NO.: [2010-28](#)

POSITION : Patient Relations Assistant  
LS-0303-5, Target 6  
[4 or more Full-time permanent positions](#)

LOCATION : Business Office Division  
Regional Office & Outpatient Clinic, Manila

SALARY RANGE : P 307,673 to 517,466 per annum

OPENING DATE : September 30, 2010

CLOSING DATE : October 15, 2010

AREA OF CONSIDERATION : All Interested Candidates (Philippine Residents)

## **MAJOR DUTIES AND RESPONSIBILITIES**

Provides general information regarding VA medical program and non-medical benefits. Interviews and assists beneficiaries in completion of application form for medical benefits and claims. Adjudicates applications for medical benefits and determines eligibility. Edits electronically eligibility data utilizing assigned options to update information in the DHCP. Schedules clinic visits, outpatient and inpatient treatment, processing of medical examination requests for VA compensation and pension benefits and compilation of statistical data. These processes include multifunctional steps usually performed within established time frames and require accuracy, completeness and consistency. Interprets physician orders and serves as contact between physician and patient for all communication and medical care issues.

## **QUALIFICATION REQUIREMENTS**

To qualify for this position, the applicant must have at least one year specialized experience equivalent to at least the next lower grade level. Specialized experience is defined as experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to the position to be filled. Specialized experience at this level may be substituted with 4 years above the high school level. Applicants must also meet the time-in-grade requirement of the position by the closing date of this announcement, which is 52 weeks at the next lower grade.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** *Candidates should submit a narrative statement with specific responses to the following KSAs:*

Factor 1: Above-average skill in communication, application of interview and counseling techniques.

Factor 2: Skill in operating office equipment, typing speed of 45wpm.

Factor 3: Ability to work under pressure with minimal or no supervision.

Factor 4: Ability to adapt and adjust to the various demands of a constantly changing work environment

**HOW TO APPLY**

Applicants must submit the following documents:

1. An Optional Form (OF) 612, or a resume. If a resume is used it must contain all information required in the OF-612. Any other documentation (copies of diploma, transcript of records, licenses, copy of awards) that addresses the qualification requirements of the position as listed above.
2. Narrative responses, which provide examples of each of the Knowledge, Skills and/or Abilities, described above. These may be submitted on VA Form 5-4676a, Employee Supplemental Qualifications Statement, or on bond paper, ensuring the announcement number and your name are listed at the top of each page.
3. (VA employees only) VA Form 5-4078, Application for Promotion or Reassignment, indicating the position series and lowest grade level for which you wish to be considered;
4. (VA employees only - Optional) VA Form 5-4667b, Supervisory Appraisal of Employee for Promotion **or** a copy of last performance evaluation.
5. Applications should be addressed to USDVA, HRM Office, 1131 Roxas Boulevard, Manila 0930. Walk in applications (except for VA Manila and Manila Mission employees), electronically mailed applications, and telefaxed applications will not be accepted. For more information pertaining to this announcement, please call 301-2000 ext. 2534/2667.
6. Applications must be received and stamped in by the Human Resource office no later than 4:30 p.m on the closing date of this announcement.
7. Closing date for this announcement is COB **October 15, 2010**.

Application forms are available at <http://www.opm.gov/forms/> and at <http://www.va.gov/vaforms/>.

**SELECTION PROCESS**

When equally qualified, U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. U.S. citizen applicants must attach a copy of their Alien

Certificate of Registration, Immigrant Certificate of Residence or a Certificate of recognition as a dual citizen to be considered eligible for the position.

**EQUAL EMPLOYMENT OPPORTUNITY**

The Department of Veterans Affairs is an equal opportunity employer. Actions to fill this position will not be based on discriminatory factors that are prohibited by law. Selection will be made without regard to race, color, religion, sex, national origin, political affiliation, marital status, physical handicap, age, membership or non-membership in an employing organization, personal favoritism or other non-merit factors.

/s/

**JON SKELLY**

Director